

CHAPTER 3 - PROVIDER SERVICE DEPARTMENTS

REVISION DATE:4/16/14

INITIAL IMPLEMENTATION DATE: March 29, 2013

The Division offers a variety of assistance for its providers. Providers may contact the following Division offices for assistance as needed.

	Contact Number	Assistance Offered
Billing/Claims: Long Term Care & Early Intervention	602-542-6874	<ul style="list-style-type: none"> • Waivers • Submitting claims • Assistance with pended or denied claims
Acute Care	602-364-0529	
Claim Disputes	602-771-8163	<ul style="list-style-type: none"> • Questions
Contract Management	602-542-6874	<ul style="list-style-type: none"> • Requesting a Qualified Vendor Application and Independent Provider Application • Adding services • Expanding to other areas of the state
Customer Service	602-542-6874	<ul style="list-style-type: none"> • General questions
Health Care Services	602-771-8080	<ul style="list-style-type: none"> • Acute care services • Prior authorization (AIHP)
Grievances/Complaints	602-542-0419	
Acute Care Health Plans: APIPA	1-800-445-1638	Medical providers providing services for members enrolled with an acute care contractor should contact the appropriate Health Plan
Care1st	602-778-1800	
Mercy Care	1-800-624-3879	